

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: <http://www.qwest.com/texan-ng/>

Service Area: Voice

Category: VoIP

CenturyLink VOIP (VOICE OVER IP)

Qwest iQ® Managed VoIP is an Internet protocol (IP) application that provides real-time, two-way voice capability in IP over a broadband connection. CenturyLink's IP voice suite, which includes CenturyLink VoIP Long Distance and VoIP Toll-Free Services, provides the ability to originate long distance calls within the PSTN and receive inbound 1-8XX toll-free calls from the PSTN via SIP (Session Initiation Protocol) format.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request

10 Business Days

Installation Interval

45 Business Days

Disconnect

30 Business Days

Service Term

12 Months

PERFORMANCE SLA

Availability

100% monthly

Mean Time to Repair (MTTR)

4 hours / instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

With the exception of the fully bundled package offering, the customer will need to provide:

- a) routing equipment with the ability to process IP traffic with different levels of QOs (Quality of Service)
- b) dedicated T1-IP
- c) Demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

CenturyLink VoIP (Voice over IP) PRICING

Basic & Office Options

# of Users	MRC	Total	Office Seat Example
0 1 - 19	\$18.46	\$18.46	1 Seat
20 - 49	\$17.68	\$353.60	20 Seat
50 - 99	\$17.16	\$858.00	50 Seats
100 - 499	\$16.38	\$1,638.00	100 Seats
500 - 999	\$15.60	\$7,800.00	500 Seats
1000 - 4999	\$15.08	\$15,080.00	1000 Seats
5000 - 9999	\$14.82	\$74,100.00	5000 Seats
10,000+	\$14.56	\$145,600.00	10,000 Seats

Basic & Office Options

# of Users	MRC	Total	Office Seat Example
0 1 - 19	\$35.87	\$35.87	1 Seat
20 - 49	\$34.84	\$696.80	20 Seat
50 - 99	\$34.32	\$1,716.00	50 Seats
100 - 499	\$32.76	\$3,276.00	100 Seats
500 - 999	\$31.72	\$15,860.00	500 Seats
1000 - 4999	\$29.64	\$29,640.00	1000 Seats
5000 - 9999	\$27.56	\$137,800.00	5000 Seats
10,000+	\$25.47	\$254,696.00	10,000 Seats

Ancillary Services:

White Pages Listing	\$2.03
Yellow Pages Listing	\$2.03
Microsoft Outlook Integration	\$9.35
Integrated Messaging	\$9.35

Office package includes:

- Unlimited local and 8XX outbound calling
- Unlimited on-net calling (user to another user)
- E911 and V911 dialing2
- Personal online dashboard with:
 - Call logs
 - Contact manager
 - Click-to-call
 - Click for voice mail
- Voice mail with:
 - E-features
 - Indicator (CPE feature)
 - One-button push
- Office administrator account profile
- Distinctive ring
- Abbreviated dialing
- Caller ID
- Call waiting
- Call hold
- Call block
- Call transfer
- Call forwarding
- Smart call forwarding

- Pick Up Groups
- Call Park
- Do not disturb • Speed dial
- Repeat dialing
- Hunt groups
- Multi-line / bridge line appearance
- Paging
- Auto Attendant
- Unified Messaging
- 24/7 telephone customer support

Office Enhanced Package (includes Office features) plus:

- Microsoft® Outlook® integration
- Remote calling

Basic Seats - (can only be purchased with Office or Office Enhanced)

Voice Only - No voicemail (ideal for Lobby phone)

Voice over Internet Protocol (VoIP)

VoIP Service is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.